Subject: Local Agency Staff Training – New Employees

Effective Date: August 1, 2006   Revised from: February 1, 2006

Policy: WIC new employee training involves the Kansas WIC Training Modules and on-the-job clinic observation. The training modules are designed to help the WIC employee learn WIC policies and the Kansas WIC Automation System (KWIC). These modules were developed especially for new WIC employees, as well as current employees who have changed job duties. Through a self-instructional approach, each individual learns concepts necessary to perform and/or improve job-related functions.

Training module assignments are based on job functions. A specific series of modules must be completed to attain each level of KWIC security clearance. (See ADM 07.02.01 KWIC User Security for information about determining appropriate KWIC security status.) In addition, there are several essential modules that contain important information that can be completed after obtaining KWIC security clearance.

Training modules are categorized into two categories:

- Policy modules - These modules do not require use of the computer, but do require use of materials such as the Policy and Procedure Manual.
- KWIC modules - These modules require use of the computer with Internet access to be able to connect to the on-line KWIC training system. KWIC Online Training has a "practice" database of fictional clients.

The Local Agency must keep records documenting completion of training described in this policy.

Procedure:

1. Initial training for new employees takes place via self-instructional modules under the supervision of the WIC Coordinator or designee. If there is no supervisor trained in WIC procedures, the Local Agency (LA) should contact the State Agency (SA) for assistance.

2. Policy Training Modules and KWIC Training Modules must be completed before an employee receives security clearance to have access to the KWIC system, although these may be obtained in stages as detailed in the KWIC Training Modules Instructions sent to the supervisor when a new employee is hired.

3. Sequence of Events

    a. LA hires a new employee.

    b. LA contacts the SA to report the new employee. The following e-mail address has been established to handle such requests: wicstaffchange@kdhe.state.ks.us . Contacts may also be made by telephone. Contact the SA as soon as possible so arrangements can

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be made for training to begin on the employee's first day. The SA needs the following information:

♦ New employee name – spelled as desired in the KWIC system
♦ Start date and desired training start date, if different
♦ Name of person being replaced and date of departure
♦ WIC title for new employee, if applicable. (WIC Coordinator, Breastfeeding Coordinator, Nutrition Services Coordinator, Local Vendor Manager, Civil Rights Coordinator)
♦ KWIC security status desired. See System User Security for information about determining appropriate KWIC security status.

c. SA sends the following to the LA supervisor:
♦ New Employee Training Process
♦ Training modules
♦ Super Skill Builders
♦ WIC Training Module Completion Sheet
♦ User name and password for KWIC Online Training.

d. LA Coordinator (or designed supervisor) begins to assign modules as directed in the Training Module Instructions.
♦ For each security level, Policy Training Modules should be completed before beginning the KWIC Training Modules
♦ The KWIC Training Modules require a computer with Internet access.
♦ Remember it is helpful but not necessary for the employee to finish the KWIC Training Modules by the end of the month due to the monthly refresh of the training database and password change that takes place on the first business day of each month. The employee or supervisor must contact the SA to get new login information to finish the remaining modules if KWIC training crosses into a new month.

e. As the new employee proceeds through the modules, the LA Coordinator, or another designated staff member, serves as coach to answer questions for the new employee about KWIC, WIC policy, and local procedures. If LA staff members are unable to answer the question, call the assigned State staff member. When training new employees, the KWIC Help Desk is to be used for KWIC problems, not as a training coach

f. LA Coordinator or designated supervisor periodically reviews progress and assigns new modules, using the Module Completion Sheet for documentation. The Super Skill Builders are a tool for the coordinator to assess competency. See the Super Skill Builder introductory pages for instructions and information as to which Super Skill Builders are pertinent for different security levels.

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g. As modules for different security levels are completed, the WIC Coordinator may contact the SA to request security access. For example, a new clerk completes the modules needed for Receptionist security clearance and it will be considerable time before she/he can complete the remaining modules for Clerk clearance. The Coordinator may request Receptionist clearance so this employee can be taking phone calls and making appointments in KWIC.   Contact may be made using the special e-mail address wicstaffchange@kdhe.state.ks.us or by telephone.

h. The new employee also observes WIC clinic during the process of completing module. Arrangements may be made to visit another clinic to observe, if necessary.

i. The LA Coordinator or supervisor contacts the SA to make arrangements for KWIC security access when the employee has completed the required modules or is nearing completion. Because this process takes about three days, the Coordinator may choose to contact the SA up to three days before the final modules will be completed. Contact may be made using the special e-mail address wicstaffchange@kdhe.state.ks.us or by telephone.

j. The SA contacts Starling Systems, Inc. and asks that the new employee be entered into KWIC and given the appropriate security clearance.

k. Starling Systems, Inc notifies the LA Coordinator and SA when the new employee is given access into KWIC.

l. The new employee can begin work in the clinic using KWIC, provided that all required modules are completed.

m. The LA Coordinator or supervisor determines if the new employees job duties are such that some of the "additional" modules are needed. The employee completes those modules.

n. During the last two business days of the month, SCI will refresh the training database and change passwords to the KWIC Online Training. This new employee will no longer have access. (Remember to contact the SA if the new employee still needs access to KWIC Online Training after the monthly refresh.)

4. Documentation of completion is maintained at the LA. The LA Coordinator or supervisor files the WIC Training Module Completion Sheet according to local filing policies, keeping them accessible for review by the SA Management Evaluation team.